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Item 131 of the preliminary list*
Programme planning

Proposed strategic framework for the period 2014-2015

Part two: biennial programme plan

Programme 23
Humanitarian assistance

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Overall orientation

23.1 The overall purpose of the programme is to ensure the timely, coherent and coordinated response of the international community to disasters and emergencies and to facilitate the smooth transition from emergency relief to rehabilitation and development. The legislative authority and mandate for the programme are derived from General Assembly resolution 46/182, in which the Assembly set out the guiding principles of humanitarian response. The resolution reinforced earlier decisions and resolutions adopted by the Assembly and by the Economic and Social Council concerning humanitarian assistance and the leadership role of the Secretary-General in responding to natural disasters and other humanitarian emergencies. This mandate has been confirmed and broadened through other Assembly, Economic and Social Council and Security Council resolutions. The Office for the Coordination of Humanitarian Affairs is responsible for the implementation of the programme and the achievement of its objectives, in line with efforts to ensure greater predictability, accountability and partnership in humanitarian response.

23.2 The strategy for implementing the programme revolves around the following: the development and promotion of a common policy on humanitarian issues for the United Nations system and its partners; the mobilization and coordination of assistance in humanitarian emergencies; the development and mobilization of United Nations capacity to expedite the provision of international humanitarian assistance; the strengthening of climate change adaptation, sustainable development and environmental policies and practices through a sound disaster risk reduction approach; advocacy on humanitarian issues; and the availability of timely information on emergencies and natural disasters. The principal responsibility for implementation of disaster risk reduction activities resides with the inter-agency secretariat of the International Strategy for Disaster Reduction. The Office for the Coordination of Humanitarian Affairs works closely with the Development Operations Coordination Office of the United Nations Development Programme, the Peacebuilding Support Office and other members of the United Nations system to facilitate a smooth transition from relief to rehabilitation and development. The Office for the Coordination of Humanitarian Affairs also advocates for and contributes to stronger preparedness for more timely humanitarian assistance to emergencies through regional cooperation in accordance with its mandate.

23.3 To accomplish its mission, the Office for the Coordination of Humanitarian Affairs is committed to working towards greater gender equality. The Office has developed a policy on gender equality, which it is implementing through its Gender Action Plan. Tools such as the gender toolkit, the Inter-Agency Standing Committee Gender Handbook in Humanitarian Action and the Gender Standby Capacity (GenCap) project roster and advisers, as well as better analysis of gender-related fund allocations, provide practical guidance on gender as a cross-cutting issue in all areas of humanitarian work where the aim is to ensure that women, girls, boys and men have access to and benefit from humanitarian protection and assistance efforts.

Subprogramme 1
Policy and analysis

Objective of the Organization: To ensure the strategic and operational coherence of humanitarian response

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Improved coordination with organizations and entities of the United Nations system, as well as the International Committee of the Red Cross, the International Federation of Red Cross and Red Crescent Societies, the International Organization for Migration and relevant non-governmental organizations	(a) Increased number of agreements adopted by the Inter-Agency Standing Committee on appropriate standards to improve coordination mechanisms and structures at Headquarters and in the field
(b) Improved planning, monitoring and accountability during disasters and emergency situations, including the transitional phase from relief to development	(b) Percentage of inter-agency evaluation recommendations implemented by humanitarian agencies
(c) Improved capacity by United Nations humanitarian coordinators for the protection of civilians	(c) Number of resident coordinators and humanitarian coordinators trained in the application of guidelines for the protection of civilians

Strategy

23.4 Substantive responsibility for the subprogramme is vested in the Policy Development and Studies Branch in New York and the Inter-Agency Standing Committee secretariat in Geneva and New York.

23.5 The Policy Development and Studies Branch in New York and the Inter-Agency Standing Committee secretariat in Geneva and New York will continue to develop a humanitarian policy agenda that identifies emerging humanitarian trends and challenges, building harmonized policy positions among humanitarian agencies based on international humanitarian law, human rights and the guiding principles contained in the annex to General Assembly resolution 46/182.

23.6 The Policy Development and Studies Branch in New York and the Inter-Agency Standing Committee secretariat in Geneva and New York will foster strategic and operational coherence through the continued development of a structured policy and guidance framework for use by humanitarian coordinators, country offices of the Office for the Coordination of Humanitarian Affairs and the broader humanitarian system, taking into account the specific needs of the affected population, recognizing that giving appropriate consideration to, inter alia, gender, age and disability is part of a comprehensive and effective humanitarian response. The Policy Development and Studies Branch in New York and the Inter-Agency Standing Committee secretariat in Geneva and New York will also lead the development of inter-agency policies, guidance and analytical tools. Working with partners, the development of a common framework for needs assessment,

monitoring and evaluation will help provide an improved evidence base for decision-making on the use of resources. The Policy Development and Studies Branch in New York and the Inter-Agency Standing Committee secretariat in Geneva and New York will work to ensure progress in mainstreaming a gender perspective in humanitarian assistance. The Policy Development and Studies Branch in New York and the Inter-Agency Standing Committee secretariat in Geneva and New York will work to ensure that humanitarian actions in integrated United Nations presences are properly coordinated and safeguard humanitarian principles, consistent with the Secretary-General's note of guidance on integrated missions of 2006. The Policy Development and Studies Branch in New York and the Inter-Agency Standing Committee secretariat in Geneva and New York will develop aides-memoires and diagnostic tools for political actors, such as Member States and peacekeepers, to use during crisis management to help ensure consideration of key humanitarian concerns. In addition, they will contribute to the development of training programmes and standard operating procedures to ensure that staff and other actors in emergencies are aware of key humanitarian policies, methodologies and processes and are able to apply them flexibly and appropriately in varied contexts. The Policy Development and Studies Branch in New York and the Inter-Agency Standing Committee secretariat in Geneva and New York will help identify best practice and innovative concepts that should be disseminated widely to inform and guide policy, operational decisions and crisis management.

23.7 Moreover, the Policy Development and Studies Branch in New York and the Inter-Agency Standing Committee secretariat in Geneva and New York will support and promote the efforts of Governments of affected countries, upon their request, and those of other agencies, with the approval of the Government concerned, to assist and protect internally displaced persons. Support will be given for the establishment of effective planning capacity for the management of the transition from relief to reconstruction and development. In addition, efforts will be made to ensure that lessons learned from past experience are applied to the strengthening of future humanitarian assistance activities. The secretariat of the Inter-Agency Standing Committee will provide support to the Committee in its efforts to ensure a well-coordinated international response to humanitarian crises. Regular briefings will be conducted with Member States on these activities.

Subprogramme 2
Coordination of humanitarian action and emergency response

Objective of the Organization: To ensure a coherent, equitably supported and timely humanitarian response to alleviate human suffering in natural disasters and complex emergencies

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Improved response to humanitarian emergencies by all United Nations operational agencies	(a) Percentage of new or escalating emergencies in which coordination staff is deployed within seven days
(b) Increased availability and flexibility of extrabudgetary resources for humanitarian action through the appeal process	(b) (i) Increased percentage of priority sectors/clusters and emergencies funded up to at least 50 per cent

		(ii) Increased number of Member States funding appeals in their own region
(c) Timely and coordinated use of the Central Emergency Response Fund (CERF) in countries with new and protracted emergencies	(c)	(i) Biennial amount of CERF funding received and available for disbursement to humanitarian crises
		(ii) Percentage of project proposals under the rapid response window approved by the Emergency Relief Coordinator no more than three working days after their final submission

Strategy

23.8 Substantive responsibility for the subprogramme is vested in the Coordination and Response Division and the CERF secretariat in New York and the External Relations and Support Mobilization Branch in Geneva.

23.9 The Coordination and Response Division and the CERF secretariat in New York and the External Relations and Support Mobilization Branch in Geneva will provide advice to the Emergency Relief Coordinator on all aspects of operational decision-making in response to humanitarian emergencies through its link to resident and humanitarian coordinators and its field offices worldwide; mobilize, coordinate and facilitate international humanitarian assistance; in collaboration with the Emergency Preparedness Section and the Inter-Agency Standing Committee, enhance preparedness through support to country teams in contingency planning; lead or participate in inter-agency and interdepartmental assessment missions and offer the United Nations system information and advice on a timely basis with respect to humanitarian assistance activities, in strict conformity with the guiding principles contained in the annex to General Assembly resolution 46/182 and with Assembly resolution 58/114.

23.10 The Coordination and Response Division and the CERF secretariat in New York and the External Relations and Support Mobilization Branch in Geneva will be actively involved in ensuring more predictable humanitarian finances to enable a prompt response to new or rapidly deteriorating crises, in particular through the Central Emergency Response Fund. The Coordination and Response Division and the CERF secretariat in New York and the External Relations and Support Mobilization Branch in Geneva will ensure the appropriate application of the Fund guidelines and timely responses by the Emergency Relief Coordinator. While working to ensure that CERF allocations are made ever more rapidly and based on sound needs assessment, the CERF secretariat will further improve the necessary performance measurements to track the Fund's added value to beneficiaries and the humanitarian system that serves them. The Coordination and Response Division and the CERF secretariat in New York and the External Relations and Support Mobilization Branch in Geneva will also provide support for the strengthening of the cooperation between assisting and recipient countries.

23.11 The Coordination and Response Division and the CERF secretariat in New York and the External Relations and Support Mobilization Branch in Geneva will aim to consolidate sustainable partnerships in support of mobilizing resources for

humanitarian operations and promote strengthened and broadened relationships with Member States and regional organizations on policy and operational issues. In addition, the Coordination and Response Division and the CERF secretariat in New York and the External Relations and Support Mobilization Branch in Geneva will further support public-private collaboration, initiated through the World Economic Forum/Office for the Coordination of Humanitarian Affairs Guiding Principles for Public-Private Collaboration in Humanitarian Action adopted in 2007. Improving flexibility and timeliness requires greater donor coherence and efforts to honour pledges quickly. The Coordination and Response Division and the CERF secretariat in New York and the External Relations and Support Mobilization Branch in Geneva will work towards improving humanitarian financing through the development of standards, as well as systematic and efficient mechanisms for implementation and monitoring of funding support in emergencies. Strategic planning is supported by common humanitarian action plans in the form of flash appeals and through the consolidated appeals process. To ensure relevance and effectiveness, the Coordination and Response Division and the CERF secretariat in New York and the External Relations and Support Mobilization Branch in Geneva will continue to build on lessons learned to improve the consolidated appeals process and flash appeals in support of a strengthened, structured and well-managed mechanism of coordination for humanitarian response. The Coordination and Response Division and the CERF secretariat in New York and the External Relations and Support Mobilization Branch in Geneva will ensure that the particular needs of women and children are effectively addressed through the use of disaggregated data collection in the development of appeals.

23.12 Finally, the Coordination and Response Division and the CERF secretariat in New York and the External Relations and Support Mobilization Branch in Geneva will continue to work towards the improvement of humanitarian coordination structures at the country, regional and international levels, in support of national efforts. The Coordination and Response Division and the CERF secretariat in New York and the External Relations and Support Mobilization Branch in Geneva will ensure that all capacity-building efforts for resident and humanitarian coordinators include guidance on their role in the development of the cluster approach, in coordination with the national authorities of the affected State, as appropriate. In this regard, the Coordination and Response Division and the CERF secretariat in New York and the External Relations and Support Mobilization Branch in Geneva will ensure that all of their field staff and Headquarters support staff have the relevant knowledge to support clusters at the field level as appropriate. The Coordination and Response Division and the CERF secretariat in New York and the External Relations and Support Mobilization Branch in Geneva will also ensure that resident and humanitarian coordinators receive guidance on the decisions taken in intergovernmental discussions held at the United Nations.

Subprogramme 3
Natural disaster reduction

Objective of the Organization: To reduce risk and vulnerability to natural hazards and the impact of disasters

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Increased capacity and commitment to implement the Hyogo Framework for Action 2005-2015: Building the Resilience of Nations and Communities to Disasters and reduce disaster risk	(a) (i) Increased number of countries adopting development frameworks, policies or national programmes to implement disaster risk reduction strategies (ii) Increased number of countries reporting on progress in the implementation of the Hyogo Framework for Action
(b) Increased national capacities for post-disaster recovery planning at all levels	(b) (i) Increased number of post-disaster needs assessments produced by national Governments (ii) Increased number of countries incorporating disaster risk reduction activities into post-disaster recovery planning and operations
(c) Increased level of investments for disaster risk reduction and recovery programmes and projects	(c) Increased number of disaster risk reduction programmes and projects financed by Governments and the international community

Strategy

23.13 Substantive responsibility for the subprogramme is vested in the International Strategy for Disaster Reduction and its secretariat.

23.14 The International Strategy for Disaster Reduction is mandated to serve as the focal point in the United Nations system for the coordination of disaster reduction and to ensure synergies among the disaster reduction activities of the United Nations system and regional organizations and activities in socio-economic and humanitarian fields.

23.15 The World Conference on Disaster Reduction adopted the Hyogo Framework for Action 2005-2015: Building the Resilience of Nations and Communities to Disasters (see A/CONF.206/6 and Corr.1), which was endorsed by the General Assembly in its resolution 60/195 and sets out strategic goals and priorities for action to reduce the risk of disasters. The focus of the subprogramme is to reach the expected outcomes of the Hyogo Framework for Action, by increasing all stakeholders' political, technical and financial commitment to achieve its objectives.

23.16 In executing the policy direction and mandated activities of the General Assembly and in close cooperation with and with the support of countries and partners at the global, regional and national levels, the International Strategy for Disaster Reduction will focus on strengthening climate change adaptation, sustainable development and environmental policies and practices, including future sustainable development paradigms, through a sound disaster risk reduction approach and a greater shared understanding among scientists, policymakers, practitioners and the public.

23.17 At the request of the General Assembly, the International Strategy for Disaster Reduction will facilitate the development, with the engagement of all Member States, partner organizations and other relevant stakeholders, of a post-2015 framework for disaster risk reduction for adoption in 2015 at the Fourth World Conference on Disaster Risk Reduction and further endorsement by the General Assembly.

23.18 Through the production of the 2015 Global Assessment Report on Disaster Risk Reduction and the final report on the implementation of the Hyogo Framework for Action 2005-2015, the further development of the Hyogo Framework for Action monitoring tool and the enhancement of the PreventionWeb information platform, the International Strategy for Disaster Reduction will facilitate the generation of and disseminate credible evidence to support and strengthen decision-making for policies and programmes, including for resource allocation, at the local, national and regional levels with a view to increasing communities' resilience, reducing the risk of disaster and managing the impact of climate variability.

23.19 The campaigns led by the International Strategy for Disaster Reduction on safe schools, safe hospitals and making cities resilient and other advocacy initiatives with key stakeholders, including mayors, private sector representatives and parliamentarians, will help the public, policymakers and practitioners see the benefit of and apply sound disaster risk reduction policies and programmes.

23.20 The International Strategy for Disaster Reduction will provide strategic advice and input for the development of regional policies and programmes by regional intergovernmental organizations, regional platforms for disaster risk reduction and other regional forums.

23.21 The International Strategy for Disaster Reduction will support the establishment and further development of national platforms for disaster risk reduction, national disaster loss registers, disaster risk mapping and financial tracking systems and for the use of such platforms to effectively support future development planning and investment choices.

23.22 Building on its role as focal point for disaster risk reduction within the United Nations system, the International Strategy for Disaster Reduction will continue to engage the entities in the system through all relevant coordination mechanisms and functions, including the United Nations System Chief Executives Board for Coordination and the network of United Nations resident coordinators, to ensure coherence within the United Nations system with regard to strategies and programmes in support of local, national and regional institutions on disaster risk reduction-related questions. In addition, the International Strategy for Disaster Reduction will continue to provide substantive support to the Secretary-General and the United Nations governance bodies.

23.23 Through its network of country offices, the United Nations Development Programme will continue to support the development and implementation of disaster risk reduction programmes and projects at the regional and national levels. A major thrust of the work will be devoted to the production of tools for mainstreaming disaster risk reduction in development and recovery planning in order to empower other partners to reduce the risk of disaster. These tools are supported by a capacity enhancement effort, which started in 2006, to put in place national advisers in disaster-prone countries. Capacity-building support will include risk analysis and monitoring; policy and programme formulation, implementation and evaluation; advocacy and resource mobilization; and training and learning.

Subprogramme 4
Emergency support services

Objective of the Organization: To expedite international humanitarian assistance to victims of emergencies and natural disasters, including environmental disasters and technological accidents

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Prompt mobilization of international emergency response mechanisms to facilitate international humanitarian assistance to victims of disasters and emergencies	(a) International assistance is provided to the affected country within 48 hours of its request for international assistance
(b) Enhanced capacity and preparedness of national and international emergency/disaster management networks and partnerships in order to respond to disasters and emergencies	(b) Increased number of national and international operational partnerships and networks that can respond effectively to disasters and emergencies

Strategy

23.24 Substantive responsibility for the subprogramme is vested in the Emergency Services Branch in Geneva.

23.25 Support will be provided to conflict- and disaster-affected countries through the strengthening of mechanisms for emergency response; the promotion of the membership of developing and disaster-prone countries in emergency response networks; the development and strengthening of the capacities for coordination of humanitarian response; and the improvement of mechanisms, instruments and procedures for the mobilization and coordination of international assistance in cases of natural disasters and complex emergencies. In addition, support will be provided through the increased involvement of potential recipient and donor countries, using a regional approach, as well as United Nations organizations, in relevant activities, including training and exercise programmes and capacity-building for response preparedness.

23.26 Emphasis will be placed on ensuring the timely dissemination of information on the situation in countries affected by emergencies and disasters, including the identification of resource requirements, to relevant partners; activating emergency, disaster-response and preparedness tools to reduce the impact of emergencies and disasters; expanding the United Nations Disaster Assessment and Coordination

teams in different regions; standardizing operational procedures for international urban search and rescue teams; further developing a comprehensive network of partners comprising Governments, United Nations agencies, intergovernmental and relevant non-governmental organizations and corporate actors; further strengthening and diversifying the rapid response and surge mechanisms and improving the coordination between the various mechanisms; and strengthening national and regional civil-military and military-military coordination, upon the request of Member States, for more efficient and coherent support to humanitarian relief operations, by implementing the United Nations civil-military coordination training programme. Emphasis will also be placed on increasing the extent to which the acute environmental impact of disasters is identified and addressed during the response phase, as well as on strengthening coordination in the field of humanitarian logistics and preparedness through expanded cooperation with relevant partners.

Subprogramme 5
Humanitarian emergency information and advocacy

Objective of the Organization: To ensure effective advocacy of humanitarian principles and knowledge-sharing, serving populations affected by disasters and emergencies

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Enhanced awareness of and regard for humanitarian principles and concerns	(a) (i) Increased number of interviews with the officials of the Office for the Coordination of Humanitarian Affairs on humanitarian principles and actions requested by media outlets
	(ii) Increased number of queries received by the Office for the Coordination of Humanitarian Affairs from media outlets concerning humanitarian principles and actions
(b) Strengthened partnerships with members of the humanitarian community for information-sharing, coordination and standardization	(b) Increased number of new agreements on standardized information-sharing endorsed by the Inter-Agency Standing Committee

Strategy

23.27 Substantive responsibility for the subprogramme rests with the Communications and Information Services Branch.

23.28 The Communications and Information Services Branch will continue to support the Emergency Relief Coordinator and the humanitarian community in advocacy aimed at encouraging Member States and parties to conflict to put humanitarian principles, as set out in General Assembly resolutions 46/182 and 58/114, into practice, and through advocacy centred around international humanitarian law, the protection of civilians in armed conflict and the safety and security of aid workers. Sustained efforts will continue to be made on advocacy aimed at maintaining the distinction between civilians and combatants.

23.29 The Communications and Information Services Branch will also seek to develop further strategies to highlight forgotten emergencies and natural disasters, especially through agreed-upon key messages targeting national and international media utilizing its web platform (see unocha.org) and by advocating jointly or independently with non-governmental organizations, civil society groups and academic institutions to highlight humanitarian crises. The Communications and Information Services Branch will also provide services — including press releases, media alerts, interviews and public briefings, op-eds, crisis communication and advocacy strategy design — designed to amplify country-specific strategies and messages thereby strengthening overall humanitarian advocacy.

23.30 Another vital aspect of the subprogramme is to provide timely and reliable information on unfolding emergencies and natural disasters in order to inform decision-making and support humanitarian action on the ground. The Communications and Information Services Branch will further strengthen the systems for collection, analysis, dissemination and sharing of humanitarian information through expanded networks, coverage and reach. This includes updating and improving its principal websites, namely unocha.org and reliefweb.int, as well as the Integrated Regional Information Network, its independent field-based humanitarian news service. Partnerships with other members of the humanitarian community for information-sharing, coordination and standardization will be further enhanced. The Communications and Information Services Branch will also continue to establish common tools for establishing a knowledge base for the humanitarian community.

Legislative mandates

General Assembly resolutions

46/182	Strengthening of the coordination of humanitarian emergency assistance of the United Nations
47/120 A and B	An Agenda for Peace: preventive diplomacy and related matters
52/12	Renewing the United Nations: a programme for reform
52/167	Safety and security of humanitarian personnel
60/1	2005 World Summit Outcome
62/208	Triennial comprehensive policy review of operational activities for development of the United Nations system
66/117	Safety and security of humanitarian personnel and protection of United Nations personnel
66/119	Strengthening of the coordination of emergency humanitarian assistance of the United Nations

Economic and Social Council resolutions

2010/1	Strengthening of the coordination of emergency humanitarian assistance of the United Nations
2011/8	Strengthening of the coordination of emergency humanitarian assistance of the United Nations

Security Council resolutions

1894 (2009)	Protection of civilians in armed conflict
1974 (2011)	Extension of the mandate of the United Nations Assistance Mission in Afghanistan
1991 (2011)	Extension of the mandate of the United Nations Organization Stabilization Mission in the Democratic Republic of the Congo
1996 (2011)	Establishment of the United Nations Mission in South Sudan
2000 (2011)	Renewal of the mandate of the United Nations Operation in Côte d'Ivoire
2001 (2011)	Extension of the mandate of the United Nations Assistance Mission for Iraq
2003 (2011)	Extension of the mandate of the African Union/United Nations Hybrid Operation in Darfur
2010 (2011)	Renewal of the authorization to Member States of the African Union to maintain the deployment of the African Union Mission in Somalia and extension of the logistical support package for the Mission
2011 (2011)	Extension of the authorization of the International Security Assistance Force in Afghanistan
2012 (2011)	Extension of the mandate of the United Nations Stabilization Mission in Haiti

Subprogramme 1
Policy and analysis

General Assembly resolutions

56/89	Scope of legal protection under the Convention on the Safety of United Nations and Associated Personnel
61/117	Applicability of the Geneva Convention relative to the Protection of Civilian Persons in Time of War, of 12 August 1949, to the Occupied Palestinian Territory, including East Jerusalem, and other occupied Arab territories
62/134	Eliminating rape and other forms of sexual violence in all their manifestations, including in conflict and related situations
63/147	New international humanitarian order
64/75	Participation of volunteers, "White Helmets", in the activities of the United Nations in the field of humanitarian relief, rehabilitation and technical cooperation for development
66/119	Strengthening of the coordination of emergency humanitarian assistance of the United Nations
66/135	Assistance to refugees, returnees and displaced persons in Africa

66/165	Protection of and assistance to internally displaced persons
66/227	International cooperation on humanitarian assistance in the field of natural disasters, from relief to development

Security Council resolution

2011 (2011)	Extension of the authorization of the International Security Assistance Force in Afghanistan

Subprogramme 2
Coordination of humanitarian action and emergency response

General Assembly resolutions

61/219	International assistance for the economic rehabilitation of Angola
62/9	Strengthening of international cooperation and coordination of efforts to study, mitigate and minimize the consequences of the Chernobyl disaster
63/18	The situation in Afghanistan
63/136	Humanitarian assistance and reconstruction of Liberia
63/147	New international humanitarian order
63/279	International cooperation and coordination for the human and ecological rehabilitation and economic development of the Semipalatinsk region of Kazakhstan
64/74	Humanitarian assistance, emergency relief and rehabilitation effort for El Salvador in response to the devastation caused by Hurricane Ida
64/129	Assistance to refugees, returnees and displaced persons in Africa
64/250	Humanitarian assistance, emergency relief and rehabilitation for Haiti in response to the devastating effects of the earthquake in that country
65/133	Strengthening of the coordination of emergency humanitarian assistance of the United Nations
65/135	Humanitarian assistance, emergency relief, rehabilitation, recovery and reconstruction in response to the humanitarian emergency in Haiti, including the devastating effects of the earthquake
65/136	Emergency and reconstruction assistance to Haiti, Saint Lucia, Saint Vincent and the Grenadines and other countries affected by Hurricane Tomas
66/9	Emergency humanitarian assistance for the rehabilitation and reconstruction of Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua and Panama
66/118	Assistance to the Palestinian people

66/119	Strengthening of the coordination of emergency humanitarian assistance of the United Nations
66/120	Strengthening humanitarian assistance, emergency relief and rehabilitation in response to the severe drought in the Horn of Africa
66/227	International cooperation on humanitarian assistance in the field of natural disasters, from relief to development
66/228	Assistance to survivors of the 1994 genocide in Rwanda, particularly orphans, widows and victims of sexual violence

Security Council resolutions

1974 (2011)	Extension of the mandate of the United Nations Assistance Mission in Afghanistan
1991 (2011)	Extension of the mandate of the United Nations Organization Stabilization Mission in the Democratic Republic of the Congo
1996 (2011)	Establishment of the United Nations Mission in South Sudan
2000 (2011)	Renewal of the mandate of the United Nations Operation in Côte d'Ivoire
2001 (2011)	Extension of the mandate of the United Nations Assistance Mission for Iraq
2003 (2011)	Extension of the mandate of the African Union-United Nations Hybrid Operation in Darfur
2010 (2011)	Renewal of the authorization to Member States of the African Union to maintain the deployment of the African Union Mission in Somalia and extension of the logistical support package for the Mission
2011 (2011)	Extension of the authorization of the International Security Assistance Force in Afghanistan
2012 (2011)	Extension of the mandate of the United Nations Stabilization Mission in Haiti

Subprogramme 3
Natural disaster reduction

General Assembly resolutions

54/219	International Decade for Natural Disaster Reduction: successor arrangements
63/137	Strengthening emergency relief, rehabilitation, reconstruction and prevention in the aftermath of the Indian Ocean tsunami disaster
63/215	International cooperation to reduce the impact of the El Niño phenomenon
63/217	Natural disasters and vulnerability

64/200	International Strategy for Disaster Reduction
65/157	International Strategy for Disaster Reduction
66/119	Strengthening of the coordination of emergency humanitarian assistance of the United Nations
66/199	International Strategy for Disaster Reduction
66/227	International cooperation on humanitarian assistance in the field of natural disasters, from relief to development

Subprogramme 4
Emergency support services

General Assembly resolutions

56/99	Emergency response to disasters
60/13	Strengthening emergency relief, rehabilitation, reconstruction and prevention in the aftermath of the South Asian earthquake disaster — Pakistan
62/9	Strengthening of international cooperation and coordination of efforts to study, mitigate and minimize the consequences of the Chernobyl disaster
63/137	Strengthening emergency relief, rehabilitation, reconstruction and prevention in the aftermath of the Indian Ocean tsunami disaster
65/307	Improving the effectiveness and coordination of military and civil defence assets for natural disaster response
66/119	Strengthening of the coordination of emergency humanitarian assistance of the United Nations
66/227	International cooperation on humanitarian assistance in the field of natural disasters, from relief to development

Subprogramme 5
Humanitarian emergency information and advocacy

General Assembly resolutions

62/91	Strengthening emergency relief, rehabilitation, reconstruction and prevention in the aftermath of the Indian Ocean tsunami disaster
63/137	Strengthening emergency relief, rehabilitation, reconstruction and prevention in the aftermath of the Indian Ocean tsunami disaster
66/119	Strengthening of the coordination of emergency humanitarian assistance of the United Nations
66/227	International cooperation on humanitarian assistance in the field of natural disasters, from relief to development

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Programme 24
Public information

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Overall orientation

24.1 The Department of Public Information is dedicated to communicating to the world the ideals and work of the United Nations; to interacting and partnering with diverse audiences; and to building support for peace, development and human rights for all. In line with this mission, the Department coordinates informational campaigns on key priority areas, using both new and traditional means of communication. The Department makes every effort to widen the pool of its communications partners and to strengthen its outreach to the public in both developed and developing countries through its network of United Nations information centres. The mandate of the Department is contained in General Assembly resolution 13 (I). The work of the Department is guided by the priorities established by the Assembly and its subsidiary body, the Committee on Information, through the resolutions of the Assembly on questions relating to information, the most recent of which are resolutions 66/81 A and B.

24.2 The Department seeks to promote global awareness and enhanced understanding of the work and issues of the United Nations by providing accurate, impartial, comprehensive, balanced, coherent, timely and relevant information. To that end, using the Millennium Declaration as its guide, the Department will focus on priority themes in support of the three pillars of the Organization's work: development; peace and security; and human rights. Within these three broad priority themes, the Department will seek to underscore the Secretary-General's focus on sustainable development, conflict prevention, building a safer and more secure world, supporting nations in transition and working with, and for, women and young people. In addition, the Department has identified Africa as a regional focus for its communications work. The Department will continue to actively support the Secretary-General's priority on strengthening accountability.

24.3 The Department works closely with substantive departments and offices of the Secretariat and organizations of the United Nations system to deliver effective and targeted information programmes on the identified key areas, including for United Nations conferences and observances. It aims to reach and engage audiences worldwide, including Governments, the media, non-governmental organizations, educational institutions, business and professional organizations and other members of civil society to encourage support for the Organization and its objectives.

24.4 To accomplish its mission, the Department takes the following core approaches in its work: strategic working relationships with the substantive departments and offices of the Secretariat and the organizations of the United Nations system; enhanced use of the latest information and communications technologies in both traditional and new media in order to deliver information directly and instantaneously worldwide; the building of stronger grass-roots support through partnerships with civil society organizations; and the parity of official United Nations languages in the preparation of news and communications products.

24.5 In an effort to strengthen and better support the Department's outreach to Member States, the committee liaison function of the Committee Liaison Unit has been transferred to subprogramme 3, Outreach and knowledge services. The remaining coordination function of the Unit for United Nations system communications continues to be located under subprogramme 1, Strategic communications services.

Subprogramme 1
Strategic communications services

Objective of the Organization: To broaden understanding of and support for the work of the United Nations on priority thematic issues, in particular by providing communications support for key United Nations events and initiatives

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Improved quality of media coverage on the thematic priority issues	(a) Increased percentage of articles that contain United Nations messages on priority themes
(b) Increased reach of the online components of communications campaigns on priority themes	(b) Increased number of members of the general public reached through social media
(c) Improved understanding at the local level of work carried out by the United Nations	(c) (i) Higher percentage of target audiences indicating improved understanding of the United Nations (ii) Increased number of visitors to the subprogramme's websites (iii) Increased number of informational materials and United Nations publications available in local languages

Strategy

24.6 The subprogramme will be implemented by the Strategic Communications Division of the Department, which consists of the Communications Campaigns Service and the Information Centres Service, including the network of United Nations information centres.

24.7 The objective will be accomplished by developing communications guidance and messages that are more sharply focused, through better vertical integration of campaigns and messages between the Department at Headquarters and the network of United Nations information centres in the field and through improved horizontal integration with other Secretariat departments and offices and the respective information components of United Nations agencies, funds and programmes. At the national level, the network of United Nations information centres will continue to closely integrate their work with the strategic and communications priorities of United Nations resident coordinators and country teams, while also benefiting from more thorough, timely and targeted information provided by the subprogramme's offices concerned with development, peace and security and human rights issues. Specially designated information centres will continue to assist other centres in their respective regions in sharing expertise and resources and in developing messages and communications campaigns that are tailored to regional or subregional needs and interests. The United Nations Communications Group will enhance the coordination of communications activities between the Department and the wider United Nations system through the use of inter-agency task forces to harmonize

communications on priority issues. In addition, communications efforts that have a particular national or regional resonance will be strengthened through United Nations communications groups at the country and regional levels.

24.8 In order to enhance public understanding of the objectives and activities of the United Nations, information products will be created in both official and local languages for delivery to target audiences. Strategic media outreach activities, including press conferences and interviews with senior officials, will also be organized. Websites in local languages will continue to be maintained and strengthened by the network of United Nations information centres. Social media platforms will be used at Headquarters and, when appropriate, at the country and regional level to expand the reach of communications campaigns and better inform the general public about United Nations priority issues.

24.9 Operational support and strategic communications advice will continue to be provided to the information components of United Nations peacekeeping missions and special political missions, as appropriate.

Subprogramme 2
News services

Objective of the Organization: To strengthen support for the United Nations through information products and news services

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Increased utilization by media organizations and other users of news, information and related multimedia products about the United Nations	(a) (i) Increased number of users of Internet-based United Nations products (ii) Increased partnerships with radio and television broadcasters and rebroadcasters, by language and by region
(b) Timely access by news organizations and other users to daily meeting-coverage press releases, television packages, photos and other information products	(b) Maintenance of the current percentage of news products meeting deadlines to ensure their relevance to end-users

Strategy

24.10 The subprogramme will be implemented primarily by the News and Media Division, supported by the Office of the Spokesperson for the Secretary-General and by the network of United Nations information centres.

24.11 The objective will be accomplished through the timely production and delivery of accurate, balanced and, where feasible, customized news and information materials (text, video, audio and photo) and services to the media and other consumers by using the newest web-based and mobile distribution platforms. Multilingualism will be a strong focus, with increased production of original news products in both official and non-official languages. Working with the media in developing countries will be a priority of the subprogramme's outreach efforts.

24.12 Evolving information technologies will also enable the subprogramme to continue to improve global access to our products at all times through broadening the range of options available to audiences, subject to local technical considerations. This will also enhance the subprogramme's integrated multimedia services, including social media platforms. Traditional media will be enhanced and integrated with other multimedia services, providing more depth to coverage, including links to background and archived materials and other related content.

24.13 Taking advantage of the opportunities provided by newer technologies for disseminating and receiving information, such as mobile devices, will require innovative partnerships with information providers, broadcasters and other redisseminators. Such collaborations will help to meet the needs of a global audience by offering quality materials that reflect the priorities, including the Millennium Development Goals, identified by Member States to the widest possible range of information outlets. Special programmes will be produced and distributed as required.

Subprogramme 3
Outreach and knowledge services

Objective of the Organization: To enhance understanding of the role, work and concerns of the United Nations and to encourage the exchange of ideas, information and knowledge in support of the goals of the Organization

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Broader reach of United Nations information through various media and services and through expanded partnerships with other entities	(a) (i) Increased partnerships with United Nations entities as well as external organizations
	(ii) Increased number of non-governmental organization partners from developing countries and countries in transition
	(iii) Increased number of visitors to the subprogramme's websites
	(iv) Increased number of individual end-user downloads of publications and other outreach products
(b) Enhanced knowledge services and access to information that support the work of staff and delegates	(b) (i) Increase in use of knowledge services provided by the Dag Hammarskjöld Library in support of United Nations priorities
	(ii) Increased internal communications through the use of iSeek and deleGATE

Strategy

24.14 The subprogramme will be implemented by the Outreach Division, which includes the following clusters: Knowledge Solutions and Design; Advocacy and Special Events; Educational Outreach; Publications and Editorial; NGO Relations; Sales and Marketing; Visitors' Services; the Dag Hammarskjöld Library, consisting of Information Processing and Acquisitions and Library Users' Services; and the Committee Liaison Unit. The Division also includes the secretariat of the Publications Board and the Exhibits Committee.

24.15 The Outreach Division will work to enhance understanding of the United Nations both by producing information products, such as publications and exhibits, and by organizing briefings, speaking engagements and special events that highlight United Nations priority issues. The Division will accomplish its objective by working with external partners with their own networks and delivery systems through which they can amplify and extend the reach of the United Nations message. These include non-governmental organizations, educational institutions, cultural organizations, foundations and Governments. In addition, the worldwide power of the media and celebrity advocates is keenly recognized. The Division will therefore continue to employ Messengers of Peace in a targeted, issues-oriented fashion. New partnerships will be sought with the film, television and entertainment industries, with the intention of finding opportunities for expanding the presence and visibility of United Nations themes in contexts and among audiences where they are not usually present.

24.16 To reach a broader segment of the global public, the Division will continue to develop and nurture new constituencies, including institutions of higher education and research through the United Nations Academic Impact initiative. In addition, new initiatives will be developed to engage youth, a key target group for the Department, through education outreach activities, social media and partnerships with model United Nations organizations. A concerted effort will be made to broaden the geographical diversity of the Division's sphere of partners. For example, increased participation of entities from underrepresented regions of the world will be a factor when selecting non-governmental organizations to be associated with the Department.

24.17 The Division will continue the modernization of the Dag Hammarskjöld Library. Full advantage will be taken of new technologies to better meet the needs of staff and delegates in a digital and global environment, with a client-oriented approach. While taking a path that will increasingly enable "virtual" library services, care will also be taken to safeguard the Organization's heritage through the preservation of, and access to, historical documents and records.

24.18 The objective of the subprogramme also entails facilitating access to and the exchange of information in the United Nations. Enhancing internal communications through iSeek and deleGATE will be key in solidifying the concept of a global Secretariat and increasing knowledge-sharing among staff in different departments and duty stations.

Legislative mandates

General Assembly resolutions

13 (I)	Organization of the Secretariat
168 (II)	United Nations Day
423 (V)	Human Rights Day
32/40 B	Question of Palestine (initial request for information support)
36/67	International Year of Peace and International Day of Peace
54/134	International Day for the Elimination of Violence against Women
55/2	United Nations Millennium Declaration
57/7	Final review and appraisal of the United Nations New Agenda for the Development of Africa in the 1990s and support for the New Partnership for Africa's Development
57/129	International Day of United Nations Peacekeepers
60/1	2005 World Summit Outcome
60/7	Holocaust remembrance (establishment of outreach programme)
60/225	Assistance to survivors of the 1994 genocide in Rwanda, particularly orphans, widows and victims of sexual violence (establishment of outreach programme)
62/122	Permanent memorial to and remembrance of the victims of slavery and the transatlantic slave trade (establishment of outreach programme)
64/13	Nelson Mandela International Day
65/81	United Nations Disarmament Information Programme
66/81 A	Questions relating to information: information in the service of humanity
66/81 B	Questions relating to information: United Nations public information policies and activities
66/90	Dissemination of information on decolonization
66/116	Follow-up to the Declaration and Programme of Action on a Culture of Peace
66/132	Follow-up to the Fourth World Conference on Women and full implementation of the Beijing Declaration and Platform for Action and the outcome of the twenty-third special session of the General Assembly
66/144	Global efforts for the total elimination of racism, racial discrimination, xenophobia and related intolerance and the comprehensive implementation of and follow-up to the Durban Declaration and Programme of Action